



## NESST (New England Sector Support Team) Newsflash

Dear All,

In this edition of the NESST Newsflash we have the following highlights for your attention:

- Disability Services Consulting
- Connecting Up
- Community Care Review
- Aged & Community Services
- Aged Care GoCo
- Lawsense

New England **Sector Support Team**



Phone: 02 6772 3590



## SDA 2019 Forum: It's Time

Melbourne Brisbane Sydney  
Adelaide Perth Darwin

### Petrol from the NDIS? The Tribunal Case That Changes How We Look At Transport

This explosive new Tribunal case sets precedents that could redefine how NDIS Participants travel. You might reasonably think you have heard everything that needs to be said about transport and the NDIS, but, as Sara explores, we have all been proved wrong.

[READ MORE](#)



### SDA Forum 2019: It's Time

### Support Coordination: 2 Day Intensive

*New dates: Melbourne & North  
Queensland!!*

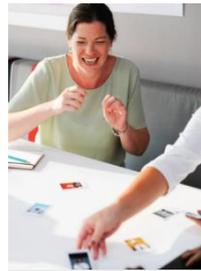
Sydney Brisbane  
Darwin Adelaide Perth



## DSC Resource Guide to Quality and Safeguarding Key Documents

The new NDIS Quality and Safeguards Commission website is up, but it can be impossible to find the page you need. So our Quality and Safeguarding superstar Jess has put all the important documents in one handy resource pack.

[READ MORE](#)



[Support Coordination: 2 Day Intensive](#)

## Online Courses

[Reasonable & Necessary](#)



[NDIS Price Guide & Flexibility](#)



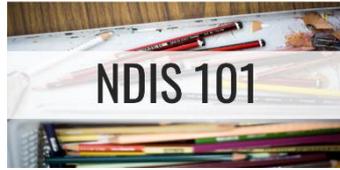
[NDIS & Health: Who Pays for What?](#)



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*DSC Online Training*

*Our NDIS Subject Matter Specialists make the best training in the biz.*



# NDIS Quality & Safeguarding: What You Need to Know

9:30am - 12:30pm

The NDIS Quality and Safeguard's Commission's new framework means big changes for the sector. In this workshop we delve into the Commission's functions and the implications for service delivery, including:

- Compliance Requirements
- What am I required to do? Registration and Renewal
- Practice Standards
- NDIS Code of Conduct
- Worker Screening
- Reportable Incidents
- Orientation Module
- Quality Management Systems
- Core & Specialist Modules



[Read more](#)

## Getting Ready for Self Assessment: Practical Session

1:30pm - 4:30pm

This practical workshop seeks to demystify the practice standards and equip you with the skills and confidence to complete the self-assessment in preparation for the auditing process. We will:



- Review the NDIS Quality and Safeguards self assessment on the Portal.
- Ensure you understand the registration groups and how your responses will affect the scope of the audit.
- Provide a Gap Analysis Tool and Continuous Improvement Register to work through on the day and when you get back to your organisation.
- Workshop types of evidence against one division of the core module.

[Read more](#)

## Digital Learning News

**Upcoming webinars and online workshops**



*\*\*Can't attend on the day? You don't have to miss out! Register now and receive the recording when the webinar is done\*\**

Hi NESST

When it comes to staying in touch with your members, email is king. Email still gets the most engagement and the best response. More people make purchases or donations prompted by email than any other online medium. So - how is your email newsletter going? Are you getting the results you want? If you're struggling with your newsletter or want to get better results, we have a bootcamp just for you.

We've also got two webinars that are a must if your website is showing its age and you're thinking of a refresh - or even a complete redevelopment from the ground up. And [Strategic Grants](#) are still offering Connecting Up members 10% off their "Building Your Grants Strategy" webinar.

Connecting Up's online learning program is designed to build the capability of the not-for-profit sector and give you the knowledge and skills you need for greater impact. If there is a particular topic you'd like some training on, please let us know by emailing [events@connectingup.org](mailto:events@connectingup.org).

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Featured:

## Newsletter Writing Bootcamp



**Dates:** 20 Feb - 13 Mar, 2019

**Time:** 11:00AM – 12:30PM AEDT

**Cost:** \$150 ex.GST

How to plan and write for not-for-profit newsletters that connect and convert.

An intensive 4-part webinar series with step by step insights, inspiration and actionable ideas to help you improve your newsletter planning and content

**Session 1 Newsletter strategy and planning - the who, what, where, when and why of content types and audience targeting**

**Session 2 Print vs E-newsletters - why they can still work, and how to get the best results from them**

**Session 3 Content is King: Planning and producing the perfect content mix for your audience**

**Session 4 Dashboards and distribution - measuring success and repurposing content across multiple channels**

Walk away with the confidence to start writing an e-newsletter or improve on what you are currently doing.

[REGISTER NOW](#)

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## Connecting Up Transform Conference - Early Bird discount ends on 28 Feb



Transform 2019 is the premier event for non-profits focused on a successful digital transformation, but the time to get early bird tickets is running out!

Booking tickets by 28 February guarantees a 25 per cent discount to hear from speakers of the calibre of IBM Watson's Jodie Sangster, fundraising researcher Dr Ruth Knight, globally renowned marketing columnist Mark Ritson, Microsoft Chief Technology Officer Erik Arnold and a plethora of high-profile non-profit CEOs including ACOSS's Cassandra Goldie, CCA's David Crosbie and Good2Give's Lisa Grinham.

That discount extends to Master Classes in Digital Strategy, Marketing and Corporate Partnerships and Fundraising, Australian Not-for-Profit Technology Awards and Australian Not-for-Profit Leadership Breakfast.

So, if you want get the best advice and support on your non-profit's digital transformation, get booking now!

[REGISTER NOW](#)

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## Premium Webinars

[Premium Members attend for FREE\\*](#)

### What you need to know about website design and development



**Date: 30 Jan, 2019**

**Time: 11:00am - 12:00pm AEDT**

**Cost: \$30 ex.GST**

If you are in the market for a new website, or simply want to understand or work on your existing site, jump on this fun webinar where we will look at the various

### Masterclass: Buying and Evaluating Nonprofit Technology



**Date: 31 Jan - 21 Feb, 2019**

**Time: 11:00AM – 11:45AM AEDT**

**Cost: \$60 ex.GST - four webinars**

The 'Buying and Evaluating Nonprofit Technology' Masterclass dives deep into the ins and outs of making a technology purchase at your organisation; big or

components involved in putting together a website - design, technical and marketing aspects - all important to get what you want from a website.

Find out how to identify what platform you are already on, and which platform may suit your new website project, how much a new website may cost you and whether to DIY or outsource the project.

[REGISTER NOW](#)

## Reviewing and maintaining websites



**Date: 12 Feb, 2019**

**Time: 11:00am - 12:00pm AEDT**

**Cost: \$30 ex.GST**

Most websites require regular reviews + maintenance so if you are in charge of running your organisation's website, are thinking of taking this role on, are responsible for working with a company or individual who works on your website, or simply want to understand or work on your existing site more, jump on this fun webinar where we will look at the tools every

small. Walk away with examples, resources, practical steps and templates. By the end of this masterclass, you will be ready to make your next nonprofit technology purchase and invest in even more impact.

**Session 1: Evaluating Need - How do you know that you actually need technology?**

**Session 2: Doing Your Research - How to understand reviews and bias**

**Session 3: Jumping on Demos and Trials - What to look for and what to avoid**

**Session 4: Making the Decision - Getting buy-in from leadership**

[REGISTER NOW](#)

## Adobe InDesign for Beginners



**Date: 13 Feb, 2019**

**Time: 11:00am - 12:00pm AEDT**

**Cost: \$30 ex.GST**

Adobe InDesign is Adobe's popular print design application, a part of Adobe Creative Cloud. It is a flexible program that is most commonly used for producing annual reports, flyers, business cards, and any

webmaster should be aware of, how to perform simple diagnostic tests, what to look out for, and what to do about any issues you may discover.

[REGISTER NOW](#)

other printed material. In this webinar, you will learn how to do the basics of Adobe InDesign, to create basic flyers and documents for your not-for-profit.

[REGISTER NOW](#)

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## Free Webinars

### Which Cloud Accounting Software?



**Date:** 5 Feb, 2019

**Time:** 11:00am - 12:00pm AEDT

**Cost:** FREE

This webinar will give you an overview of the MYOB, Xero and QuickBooks products, pointing out their strengths and weaknesses when it comes to Not-for-Profit organisations. There is no one-size-fits-all solution and it's important to know the questions to ask when evaluating what is best for your organisation.

[REGISTER NOW](#)

### Introduction to SharePoint



**Date:** 6 Feb, 2019

**Time:** 11:00am - 12:00pm AEDT

**Cost:** FREE

This webinar is ideal for organisations who would like to learn more about what SharePoint is and does, and provides valuable insights and best-practice tips, crucial to a successful SharePoint implementation.

## **Servers to services - how Microsoft Azure can modernise your IT infrastructure**



**Date: 26 Feb, 2019**

**Time: 11:00am - 12:00pm AEDT**

**Cost: FREE**

This webinar will help small and medium community organisations to assess the suitability of Microsoft Azure cloud based systems and consider how to choose and implement potential cloud technology solutions.

**REGISTER NOW**

**REGISTER NOW**

## **Procurement Overview – more than just buying**



**Date: 20 Mar, 2019**

**Time: 11:00am - 12:00pm AEDT**

**Cost: FREE**

Procurement overview is suitable for not for profit and community organisations interested to improve procurement outcomes and access value and innovation through procurement resourcing, processes, and collaboration.

**REGISTER NOW**

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## **Want more?**

**From Strategic Grants:**

# Beginner Webinar: Building Your Grants Strategy



**Date: 5 Feb, 2019**

**Time: 11:00am AEDT**

**Cost: \$45 ex.GST (\$40.50 ex.GST with discount code)**

Are you new to a grants role, or is your organisation moving to a more strategic approach to grants? This webinar contains the essential steps to setting up a successful and sustainable grants program. Learn about time-saving documents, processes to help you work as a team, pitfalls to avoid, and essentials of funder stewardship in this hour-long webinar.

Got burning grants questions? There's opportunity for Q&A at the end!

*Connecting Up members:*

Enter the code **CNUPWNAR** when registering to receive **10% off** the registration cost!

Having trouble reading this email? [Click here](#) | [Send this email to a friend](#)



A special announcement on behalf of our valued sponsors

## Quality in Aged Care

National Conference | 5th & 6th March 2019 | Sydney

Advisory Panel:



[Download brochure](#)

Hi Deb

A recent ABC report has revealed that 14 home care providers have been served non-compliance notices in the past year, with a further three providers sanctioned for failing to meet the home care quality standards. Following Minister Wyatt's announcement of an additional 10,000 high level home care packages to tackle the extensive waitlist, the quality of home care services will be under even more scrutiny.

The Royal Commission is now accepting submissions and with the New Single Aged Care Quality Standards just around the corner, it is clear that home care providers will need to adapt significantly to respond to changing quality expectations in the sector.

Developed in partnership with **COTA Australia** and **ACSA**, the [National Quality in Aged Care Conference](#) running on the **5th & 6th of March in Sydney**, is a critical opportunity to unpack coming reform and prepare your organisation.

#### What will you take away from this event?

- Unpack the future of quality in aged care with **Janet Anderson, the new Commissioner of the Aged Care Quality & Safety Commission**
- Develop strategies to better respond to the Royal Commission with lessons learned from **YMCA NSW** (called to give evidence in the Royal Commission into Institutional Responses to Child Sexual Abuse)
- Prepare to **transition to the new Quality Standards** with industry experts and other progressive providers
- Take away practical strategies to continually improve quality with tailored sessions on **Home Care**

[Register for the 2 day conference by 8th Feb and save \\$400 when you use the code CC\\*CCR](#)

[View the two day program](#)

[Pricing, offers & registration](#)

## FEATURED SPEAKERS



**Janet Anderson**

Commissioner

**Aged Care Quality  
& Safety  
Commission**



**Pat Sparrow**

Chief Executive  
Officer

**Aged &  
Community  
Services Australia**



**Ian Yates AM**

Chief  
Executive  
Officer

**COTA Australia**



**Leanne Taylor**

Executive Leader  
Strategic  
Innovation &  
Development

**Warrigal**

[See All Speakers](#)

## WORKSHOPS

### **Workshop A: How to prepare for the Royal Commission into Aged Care Quality & Safety**

**Tuesday 5th March 2019, 6:00pm – 9:00pm**

Practical insights and advice for aged care providers from an organisation with experience journeying through the Royal Commission into Institutional Responses to Child Sexual Abuse.

[Find out more >](#)

### **Workshop B: How to transform your organisation & deliver quality through consumer-centric strategies**

**Thursday 7th March 2019, 9:00am – 12:00pm**

This workshop will walk you through how to identify and cater to consumer interests, strengthen a consumer-centric culture in your workforce, and utilise technology to effectively improve quality.

[Find out more >](#)

### **Workshop C: How to prepare your organisation to meet the new standards**

**Thursday 7th March 2019, 1:00pm – 4:00pm**

This workshop is your opportunity to take away key strategies to understand how best to ready your organisation for new standards, identify key processes that need to be addressed and develop

capacity to measure quality and go beyond compliance to deliver continuous quality improvement.

[Find out more >](#)

## ENDORSERS & MEDIA PARTNERS



## SPONSORS



[Interested in sponsoring the event?](#)



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Having trouble reading this email, [click here](#) | [Send this email to a friend](#)



## Latest News



### [‘Death doulas’ seek national accreditation](#)

Australia’s “death doulas” are taking the first steps towards becoming an incorporated national body and hope to gain accreditation over the next year, as they seek an established role in the palliative care process.



### [Radio can reduce loneliness, isolation in older people](#)



### [Exercise is child’s play for older Australians](#)

The radio can be harnessed as a tool to reduce loneliness, isolation and depression among older people, a study suggests.

A study is looking at the physical, social and mental health benefits of creating outdoor “playgrounds” for seniors.



**‘It just happened’: centenarians reveal secrets of longevity**

Exercise, lemon juice, hard work and “it just happened” are all reasons provided for longevity by a cohort of 95-plus Australians involved in the Sydney Centenarian Study.

**Events**

Presented by Australian Ageing Agenda Advertisers



[ACS Quality in Care Conference](#)



[Making an Impact Conference](#)



[ATSA Independent Living Expo](#)

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for New Quality  
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**The RED Conference, A  
Regional Experience in  
Practical Dementia Care**

**Mar 28 – Mar 29 all-day**

The RED Conference to be held March 28-29, 2019 at Sails Port Macquarie showcases regionally focused practical and hands-on approaches in dementia care to support people with dementia to live well with dementia.

**Apr 3 – Apr 4 all-day**

Join us for the 'Making an Impact Conference - linking people, purpose and processes in healthcare', 3rd - 4th April.

**May 8 – May all-c**

The ATSA Inc and Expo will be t : an than ever in 2 l, wi shows in Syd (8-9 and Brisbane -16



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**Busting the 'Overhead Myth' to be a key focus of  
Transform Conference 2019  
Earlybird Ends 28 February**



The Overhead Myth is the terminally flawed belief that charitable and community organisations should be judged on the amount of funds they spend on administrative and fundraising costs.

Because it is so flawed, and its impact so severe, the myth must be challenged - and solutions presented - if non-profits wish to have honest conversations with funders and donors, and increase understanding in the community about what it takes to create a healthy and effective social sector.

That will be the message - and the opportunity - presented by [Australian Centre for Philanthropy and Nonprofit Studies](#)' Dr Ruth Knight at the [Connecting Up Transform Conference](#) in Melbourne this May.

[Read the full story](#)

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**Connecting Up on panel for new Judges' Choice award as Impact 25 voting opens**



Connecting Up and Infoxchange board member Jon Bisset is one of an inaugural panel of high profile non-profit leaders tasked with awarding a new 'Judges' Choice' category at this year's Pro Bono Impact 25 awards, which opened for public voting last week.

Jon, who is Chief Executive Officer of the Community Broadcasting Association of Australia, joins a panel that includes Karen Mahlab AM, Community Sector Banking CEO Andrew Cairns, Lisa Cotton, Narelle Hooper, Jon Bisset, Lindley Edwards and Peter Hunt AM.

As always, the public will decide the winners of the main awards, of which Connecting Up is an Official Supporter.

Voting is open until Thursday 31 January.

[See this year's nominees and vote here](#)

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**Lucky winners on their way to Transform  
2019 after Premium Members festive ticket draw**



Three of our new Premium Members have even more reasons to celebrate after winning tickets to the Transform Conference 2019 in a special draw for anyone signing up before 24 December.

The draw was made last week by Connecting Up volunteer Pat and Connecting Up Communications Manager Grant Smyth.

[See the winners](#)

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**Make your nomination now for the 2019  
Australian Not-for-Profit Technology Awards**



Would you like to recognise the achievements of non-profit organisations and individuals already using technology in ways that have a huge impact on their communities?

If so, get nominating now for the 2019 [Australian Not-for-Profit Technology Awards](#), which **close on 14 March 2019**.

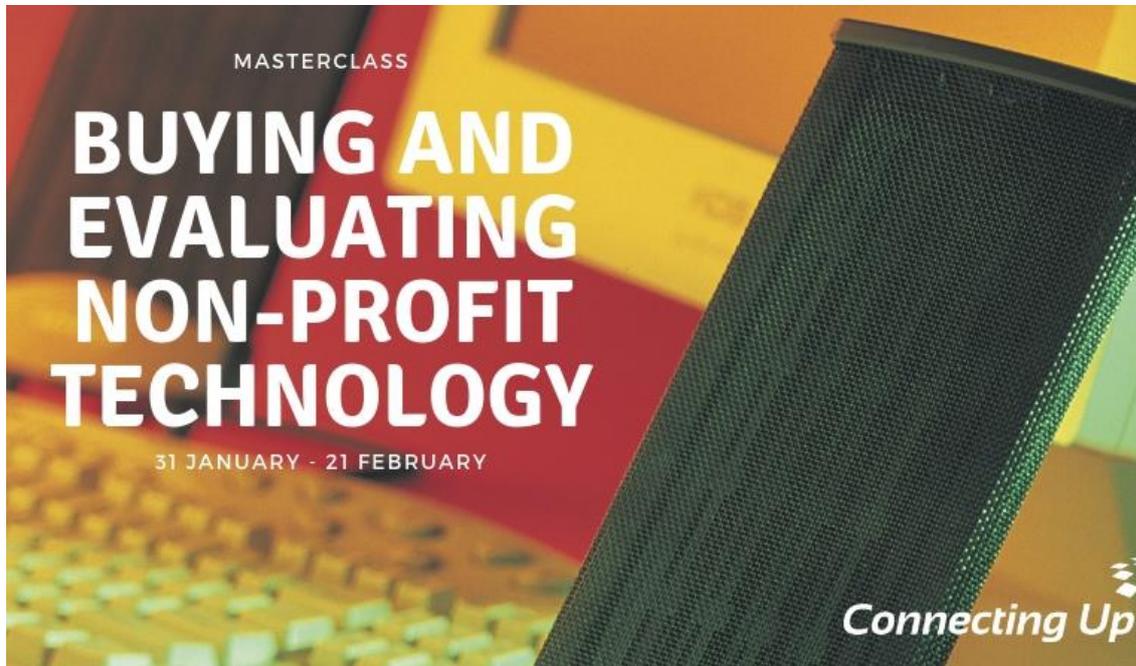
This year's Australian Not-for-Profit Technology Awards will take place on Thursday 9 May at Melbourne Convention and Exhibition Centre, where eight categories will be awarded to organisations and individuals, including the brand new 'Best Accidental IT Person' award.

The 'Best Digital Storytelling by an Indigenous Australian' award will also return following its introduction at our 2018 awards in Brisbane.

If you know of a great volunteer, long serving technology wizard, great social media campaign, non-profit innovator, leading edge small to medium enterprise or outstanding government agency campaign, get nominating now!

[Nominate now!](#)

## ***Training event of the month:* Buying and Evaluating Non-profit Technology**



The 'Buying and Evaluating Nonprofit Technology' Masterclass dives deep into the ins and outs of making a technology purchase at your organisation; big or small.

This series of 4 interactive webinars will help you understand the steps of making a technology purchase at your nonprofit.

You will learn practical steps about how to evaluate the current need at your nonprofit, how to do your research, how to jump on demos (and what to ask salespeople), and how to build a business case for a purchase that will convince your leadership team and board.

Walk away with examples, resources, practical steps and templates. By the end of this bootcamp, you will be ready to make your next nonprofit technology purchase and invest in even more impact.

[Read more or register](#)

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## **Facing challenges around the NDIS? Find out how the CUSP solution could help**

Providers working with the NDIS are facing significant challenges to the way they have traditionally operated.

Not only are they facing an increase in resourcing required to handle more complex and higher transaction volumes, for most organisations, a much lower administrative overhead figure is also expected than in most current administrative budgets.

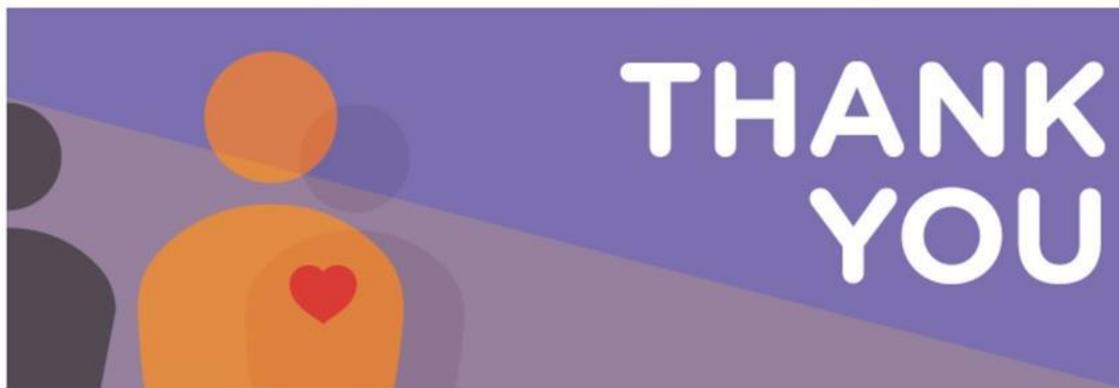
As bulk funding arrangements between providers and government decline, providers run the risk of being left behind unless they make the necessary changes to survive in this new environment.

This often not only requires significant changes to administrative practices and processes but to core business values and strategies.

If this all sounds familiar, and you want expert advice on a possible solution, then the team at CUSP would love to talk with you.

**[Find out how the CUSP solution can help your organisation](#)**

## Ask Izzy campaign raises more than \$10,000 for people affected by family violence



Infoxchange's Ask Izzy Christmas campaign, supported by Connecting Up, has raised over \$10,000 to provide around 700 mobile phone power cards to people affected by family violence.

The innovative and much-needed campaign directly tackled the issue of people becoming isolated due to forgetting their mobile phone chargers when they fled dangerous home situations.

Thanks to the money raised, many more people will remain connected to the vital services they need.

If you would like to learn more and keep up to date with the latest Ask Izzy news, you can subscribe to the Ask Izzy news letter below.

[Sign up to the Ask Izzy Newsletter](#)

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## **FIA CONFERENCE 2019**

**MELBOURNE CONVENTION  
AND EXHIBITION CENTRE**

**27 FEBRUARY - 1 MARCH**

**REGISTER TODAY**  
[fiaconference.org.au](http://fiaconference.org.au)

**IT ONLY TAKES A  
MOMENT TO CHANGE  
THE FUTURE.**

### **Register now to secure your spot at one of the FIA Conference's in-demand Master Classes**

The FIA Conference 2019 is five weeks away and this is your opportunity to attend a Masterclasses to expand your knowledge, get fresh ideas and develop your skills.

Join James Garland FFIA CFRE, Daniel Bernstein MFIA and Charlotte Sangster EMFIA CFRE to hear how to create a high performance small shop all whilst focusing on the health of all those involved.

Learn about Innovation trends and forces shaping the social purpose sector, creating an innovative non-profit organisation and gain tools to create a culture of innovation with Kate Fazio, Julia Keady and Cory Steinhauer.

Get the skills you need to harness social networks to help your charitable cause. Alice Ferris and Jim Anderson CFRE will use real examples to help you understand your audience and to pick the right platform to use.

The FIA Conference [Masterclass](#) program is jam packed and almost sold out so [register](#) today.

[Register now](#)

## Other upcoming webinars



Our webinars are designed for the not-for-profit sector. You can join them live or sign up to receive the recording, which you can listen to in your own time.



**Online workshop: IT Strategy on a Plate Feb 28 - April 24**

[Read more or register here](#)



**Webinar: Using LinkedIn as a Personal Branding Tool Jan 23**

[Read more or register here](#)



**Webinar:** What you need to know about website design and development **January 28**

[Read more or register here](#)



**Webinar:** Adobe InDesign ... for beginners **Feb 13**

[Read more or register here](#)

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### **About Connecting Up:**

Connecting Up is a not-for-profit organisation that connects other charities with critical software, digital technology, advice and training that many would otherwise not be able to access.

Our services are available in Australia and New Zealand. We also help to develop relationships with business, community and government sectors for the development of the not-for-profit sector.

[Find out more about our donations program here.](#)

[Find out more about our discounts program here.](#)

[Read more about what we do on our blog.](#)

**Connecting Up is a part of the Infoxchange Group.**

# ACSA Member Update



**Royal Commission  
into Aged Care**

 ACSA Advisory Panel

**CLICK  
HERE**

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## Royal Commission Update - 8th Edition

If others in your organisation would benefit from receiving ACSA's *Royal Commission Update* please ask them to contact [acsacommunications@acsa.asn.au](mailto:acsacommunications@acsa.asn.au) with their details.

Dear Debra,

Welcome to ACSA's first Royal Commission Update of 2019.

Today, the Royal Commission into Aged Care Quality and Safety (ACRC) held its Preliminary (Directions) Hearing in Adelaide, where the processes of the inquiry were outlined. The Commissioners each made a statement setting out their vision for the operation of the ACRC, including the conduct of the hearings to follow. Commissioner The Hon Richard Tracey, AM RFD QC, outlined the Terms of Reference (ToR), noting the Commission offered a once-in-lifetime opportunity for all stakeholders to come together to

develop an aged care system that meets the needs of the community. He stated that the ACRC would examine systemic failures - looking at past events - to strengthen the aged care system in Australia.

In her opening statement, Commissioner Lynelle Briggs AO, acknowledged the many positive examples of high quality of care and a workforce providing quality and compassionate care every day. She stated that the ACRC had resulted from the torrent of concern about quality of care, and said the system may no longer be fit for purpose. She also said all Australians need to be assured that the nation's aged care system delivers quality and safe care.

The Commissioners confirmed the ACRC would review information sourced from the information request to approved providers, comparing it with information provided by the regulators. Ms Briggs stated that while providers have not yet been compelled to provide information at this stage, those that do not will draw attention to themselves and their practices.

The Commission will hold a public hearing in each capital city and some regional areas in Australia. Counsel Assisting will identify witnesses and confirm the documents they will be required to produce. Review the practice guidelines for a person called to appear [here](#).

The ACRC will undertake consultation and prepare papers throughout the inquiry. It will canvass community expectations to assist in understanding what the community wants and how older people are perceived.

The Commission will examine the delivery of aged care overseas, and specifically review areas in the ToR, such as young people with disability residing in aged care, access and inclusion, dementia care, staffing and training, end of life care, nutrition and more.

Multiple previous inquiries will be examined, and some 500 submissions made to the Department of Health prior to the ACRC ToR being announced will also be included.

The Commissioners warned about taking punitive action against an employee or a former employee who has or wants to assist the ACRC.

The ACRC has so far received information from 83 (out of 100) providers, related to some

2000 services. A preliminary examination found the highest reports of substandard care related to residential aged care, and included matters such as elder abuse, medication mismanagement, use of psychotropics, food quality and safety, slow response time in responding to resident needs, and poor document management systems.

With a number of commonalities, the submissions received so far from the public highlight concerns about staff ratios, dementia care, end of life care, nutrition, sustainability of services, and the interface with health. The Commission noted that submissions about good quality care have also been received.

The Commission's first hearing - from 11-22 February - will examine how the system currently works. Further hearings will specifically examine areas identified in the ToR, such as:

- Young people with disability in residential aged care;
- Access and inclusion;
- Dementia care;
- Staffing ratios and training;
- Nutrition;
- End of life care;
- Quality and safety systems and regulation;
- Access to system navigation;
- Interface with health;
- Rural, regional and remote services;
- Delivering quality care in a sustainable way; and
- Improved use of technology.

Many of you will now have responded to the ACRC request for information, while others are currently preparing their (second tranche) responses in advance of the 8 February 2019 deadline for submission.

If you are experiencing difficulties, or have queries about your submission or the timing, you should contact the ACRC for advice via [ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au).

The Commissioners also noted they had not compelled the provision of the information unless requested by an approved provider to serve a Notice to Produce.

The ACRC called for responses from the public on 24 December 2018 and repeated the call on 9 January this year. [Click here](#) to read more.

Submissions will be accepted until at least the middle of 2019, and a date for the closing of submissions will be announced in the second half of this year.

In another important move, the ACRC has now contacted specific aged care stakeholders, including ACSA, to provide witness statements by 31 January. ACSA may be called to appear at a hearing in Adelaide scheduled between 11-22 February this year.

ACSA's witness statement will outline - among other matters - how well the aged care system meets the needs of the people accessing it, examples of good practice and innovation, and any suggested changes to the way aged care is approached in Australia. We will of course make clear and forceful commentary about the issues our members face including funding and regulation.

Regards,



Pat Sparrow, CEO



## **Government outlines its response to the use of chemical and physical restraint in aged care**

Following concerns about the use of chemical and physical restraints, Minister for Aged Care, Ken Wyatt, issued a statement outlining the Australian Government's response. Read more [here](#).

The Minister stated that 'chemical and physical restraint in aged care homes will be better

regulated, following an extensive examination of this important issue over the past 18 months’.

He outlined that:

- Draft changes to regulations are expected to be released within weeks, building on work already undertaken;
- Managing and minimising restraint is already a top priority for the Chief Clinical Adviser at the new Aged Care Quality and Safety Commission, established on 1 January;
- The new Aged Care Quality Standards, commencing on 1 July, also stipulate best practice clinical care to minimise the use of chemical and physical restraint;
- The use of antipsychotic medicines must be a clinical decision made by medical practitioners with the care recipient, and with their carer or family involved at all times;
- The Department of Health has provided all aged care facilities with the guiding principles for medication management in residential aged care facilities to assist managers and staff to practice quality use and safe management of medicines, as well as the Decision-Making Tool Kit - supporting a restraint free environment in residential aged care.

ACSA supports action in this area and will advocate for regulation that improves practice and safety of residents and allows antipsychotic medication as an option where it is appropriate and prescribed by a medical practitioner - with consent obtained.

Read ACSA’s response to the Minister’s announcement [here](#).

### **Responding to the ACRC request for information: top tips**

Following its experience in assisting a number of providers with their first tranche responses, law firm Russell Kennedy has provided some insights to assist ACSA members with preparing their submissions. [Click here](#) to learn more.

### **Counsel Assisting the ACRC now appointed**

The Counsel Assisting the ACRC has been appointed and appeared at today’s hearing. More information [here](#).

## ACRC FAQs

The ACRC is regularly updating its FAQs. Please bookmark this link for easy access: [here](#)

If you have further questions, please contact ACSA on [rc@acsa.asn.au](mailto:rc@acsa.asn.au) and we will take them up with the ACRC on your behalf.

Alternatively, you can contact the ACRC directly on:

[ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au)

## Recent Q&As

**Q: What time are submissions due on the due date?**

*A: Providers have until midnight on the due date to make their submissions.*

**Q: Can files to the ACRC be encrypted?**

*A: Yes, files to the ACRC can be encrypted and password protected.*

**Q: Defining 'outlet' for HCPs: We provide HCP and STRC services from our national office but support direct service delivery via mobile offices in the field. Would this be two submissions for HCP and STRC from a national office perspective or do we need to include each of our home offices as a separate submission?**

*A: Either interpretation is acceptable to the ACRC. Perhaps whichever approach is taken can be identified in the submission.*

**Q: Our organisation is an aged care approved provider, but we didn't receive an invitation to make a submission.**

*A: If your organisation did not receive an invitation to make an early submission, you can send an email to [ACRCenquiries@royalcommission.gov.au](mailto:ACRCenquiries@royalcommission.gov.au) to clarify whether your organisation should have received an invitation.*

**Q: Updating provider contact details with the Department of Health.**

*A: Approved providers can update their authorised contact details with the [Department of Health](#).*

## Useful ACSA resources

Template letters

Please find [here](#) template letters for use in communicating with consumers/families and your staff. The content is available for your use and/or adaptation and is designed to explain the current progress of the ACRC.

### **Responding to broader industry questions**

ACSA has prepared an **ACSA Policy Position Summary** addressing a range of broader policy issues to assist your organisation in considering its position: [click here](#)

ACSA has also compiled a list of submissions to reviews and inquiries, as well as documents to inform the development of legislation. The documents have been developed across the past two years and include responses and policy positions developed in consultation with ACSA members: [click here](#)

The ACRC has also prepared a list of previous reviews: [click here](#) (*please note: this is an MS excel document*).

### **Review of your ACRC response**

For assistance and review of your response to the ACRC, please refer to the [ACSA Royal Commission Advisory Panel](#). Their expertise covers a range of critical service areas including legal, governance, risk management, finance, quality, and media and issues management.

### **Template for preparing your response**

[Click here](#) to download a template for use in preparing your response to the ACRC request for information (*please note: this is an MS word document*).

You will also need the 'Provider Spreadsheet' prepared by the ACRC [here](#) (*please note: this is an MS excel document*)

Your submission should be submitted as a PDF file that is machine-readable and word-searchable, as well as an Excel file with the completed summary tables requested in questions 1(c) and 2(c).

The submission should be sent to: [ACRCProviderResponses@royalcommission.gov.au](mailto:ACRCProviderResponses@royalcommission.gov.au)

### **Legal financial assistance for people engaging with the ACRC**

The Attorney-General's Department is providing financial assistance for reasonable legal costs resulting from the ACRC. Information on how to apply is available [here](#).

## **ACRC in the media**

### **Department of Health media releases**

18 January: [Aged care Royal Commission a crucial step forward](#)

17 January: [Aged care restraint regulation to protect senior Australians](#)

### **ACSA media releases (view all [here](#))**

18 January: [Industry will work with government to put resident safety and care first](#)

17 January: [Royal Commission a positive for aged care system](#)

### **Media coverage**

14 January 2019: [The Australian](#), "Blame game on care of elderly"

8 January 2019: [ABC News](#) - "Home care industry faces crackdown amid concerns over quality of providers"

7 January 2019: [The Launceston Examiner](#) - "Hearing locations a matter for aged care royal commissioners, Tasmanian government says"

24 December 2018: [The Australian](#) - "Aged-care inquiry calls for submissions"

Video: [The Advertiser](#), "Aged care providers report thousands of incidents ahead of royal commission"



## ACSA PARTNERS



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Issue No. 97 | 17 January 2019

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 **ACSA Weekly**  
*Your peak body's take on the week in aged care*



### Interest in aged care ramps up ahead of Royal Commission

The interest in aged care increased this week in the lead up to tomorrow's Preliminary Hearing of the Royal Commission into Aged Care Quality and Safety, to be held in Adelaide. It's a sign of things to come for all stakeholders.

Psychotropic medication has been a focus area for our national media across recent days, with some outlets directing their attention toward aged care providers (see [here](#)).

However, if consumers, families and the general public are to be fully informed and educated about the nation's aged care system, it is vital any discussion surrounding the administration of medication includes transparency about the role and responsibility of prescribers, and the interaction between families and others involved in the care of older Australians.

Such clarity is required not with the aim of feeding into a 'blame game', but to assist everyone involved to understand the specific processes adhered to and permissions required in such cases.

By educating the general public, media and other stakeholders in the aged care system, we arm them with the knowledge required to develop informed positions about critical issues and become involved in creating and delivering solutions to address them. To do this means examining all elements of a matter, rather than honing in on one aspect, to the detriment of the whole.

ACSA will be very mindful of this across the coming months and work to insert balance, accuracy and solutions into debates and coverage (see [here](#)).

We are committed to ensuring the aged care industry's position is widely communicated.

Tomorrow I will be at the Preliminary Hearing to ensure our support for the Commission is visible and to set the tone for ongoing exchanges. This is the opportunity for a national discussion to drive the delivery of positive outcomes for older Australians and the nation's aged care system. Through the Commission we expect to address the myriad issues that have plagued the sector for years – access, regulation, funding and quality. We will shortly make a witness statement to the Commission and will also deliver a submission, taking every opportunity for the collective voice of the industry to be heard.

We will share more with you as information emerges.

Regards,



Pat Sparrow, CEO



### **ACSA, the Aged Care Guild and LASA unite to support the formation of Aged Care Workforce Industry Council**

Australia's aged care sector has thrown its support behind the establishment of the first industry leadership group dedicated to transforming the sector's workforce to improve services to consumers. This Council will lead the implementation of Australia's aged care workforce strategy that represents the most comprehensive examination of the key issues facing Australia's aged care workforce. [Continue reading...](#)



### **Life Checks, the new campaign launched by the Australian Government to help 45+ population to prepare for longer lives**

The Australian Government this week launched a \$6.5 million national program encouraging the 10 million Australians aged 45 and older to plan and prepare for a longer life. Read media release [here](#).

The website - [lifechecks.gov.au](http://lifechecks.gov.au) - provides people with a free, quick and easy Life Check that covers finances, health, work and social life. Once a person completes their check, they will be directed to tailored information to help them better prepare for a healthy and secure future. Take the 10-minute quiz [here!](#)

### **Changes to basic daily fee for level 1, 2 and 3 home care packages to commence on 1 July**

In late 2018, the Minister for Senior Australians and Aged Care sent a letter to home care recipients ([click here](#) to read). The letter was sent to people who were in care - with either an interim or approved home care package – but not to those who were not in care at the time. [Continue reading...](#)



## Royal Commission into Aged Care

### Royal Commission Update

On 14 January, ACSA issued its 'Member Update: Intensified scrutiny ahead of Royal Commission Directions Hearing', outlining the intensified discussion and media coverage that is anticipated as a result of tomorrow's Preliminary Hearing of the Royal Commission into Aged Care Quality and Safety, to be held in Adelaide.

If you are an ACSA member and would like to receive our Royal Commission Updates, please email us at [acsacommunications@acsa.asn.au](mailto:acsacommunications@acsa.asn.au). If you have any other questions or concerns about the Royal Commission, please contact [rc@acsa.asn.au](mailto:rc@acsa.asn.au).

### Are you interested in joining an ACSA State Advisory Committees?

We are calling for **expressions of interest** from managers/leaders working with ACSA member providers to join our State Advisory Committees. By joining a local State Advisory Committee, members will make a valuable contribution to the Aged and Community Services sector and will help give voice to ACSA's advocacy efforts and provide support to the wider industry. [Find out more](#)

**NOMINATE NOW**



Funding.  
Quality.  
Safety.  
Workforce.



Do you have a view or opinion? Let it be heard!

**Join ACSA's  
Advisory Committees**

[FIND OUT MORE](#)

HOME CARE | RESIDENTIAL SERVICES | RETIREMENT LIVING | FINANCE | REGIONAL, RURAL & REMOTE

## Streamlined consumer assessment for aged care

In the 2018-19 Budget, the Australian Government announced it would design and implement a new framework for streamlined consumer assessments for all aged care services. The Department of Health has released a discussion paper to consult on a streamlined assessment model and seek the views of stakeholders and interested parties, including those representing consumers, assessment services, aged care providers and the health and aged care workforce. The Department requests feedback by 11 February 2019. [click here](#)



The banner features the ACSA logo on the left and the text 'HUMANS OF AGED CARE' on the right. Below the text is a row of ten small photographs of diverse individuals. Centered below the photos is the text 'Know inspiring individuals within aged care? Read their stories, in their words' and an orange button that says 'Read stories here'.

[Click to view full 2019 ACSA Training and Events Program](#)

5 Feb [Applying the new Aged Care Quality Standards: Hitting the target workshops](#) (NSW)

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6 Feb [Reablement, Recovery and Independence](#) (SA)

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7 Feb [How to Proactively Respond to Online Consumer Feedback](#) (webinar)

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8 Feb [Wellness Practice](#) (SA)

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11 Feb\_ [Webinar: 2018 Year in Review](#) (webinar)

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13 Feb\_ [Retirement Village Management - One Day Intensive](#) (NSW) - [early bird until 23 Jan!](#)

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21 Feb\_ [Webinar: Aged Care Industry Crisis Media Management](#) (webinar)

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28 Feb & 1 March\_ [SA Finance & Aged Care Sector Symposium & CEO/Board Dinner](#) (SA) - [early bird until 1 Feb!](#)



[NSW/ACT](#)

[TAS](#)

[QLD](#)

[VIC](#)

[SA/NT](#)

[WA](#)

## Media Releases (view all [here](#))

17 January: [Royal Commission a positive for aged care system](#)

16 January: [Peaks unite to support formation of Aged Care Workforce Industry Council](#)

# ACSA eLearning Portal



Train your staff with ACSA's  
affordable online training

ACFI | ETHICS & CONDUCT | HEALTH & SAFETY | HEALTH CARE

ACSA's eLearning Portal with online offers affordable training courses starting from just \$38.50 per course. You or your staff can complete one of over 50 courses covering a range of topics (such as ACFI, Ethics and Conduct, Health and Safety and Health Care) in your own time. Simply add a course to your cart and checkout - no login required.

[See courses now.](#)

## Other Events

# Quality in Aged Care

National Conference | 5th & 6th March 2019 | Sydney



Preparing for the New Quality Standards | Responding to the Royal Commission | Building Trust & Engaging with Consumers

**Take advantage of a \$200 discount unique to ACSA members by using the code CC\*ACSA when booking online**

Are you ready to respond to the biggest challenges facing Aged Care?

Developed in partnership with COTA and ACSA

5th & 6th March 2019 | Sydney Boulevard Hotel

**EARLY BIRD** - Book by 18/01/19 and SAVE \$400

**FIND OUT MORE**

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**Press The Press: Aged Care & Disability Services Sector - presented by Good Talent Media**

With the Royal Commission into Aged Care Quality and Safety about to commence and fundamental change occurring in both the aged care and disability services sectors, this event is specifically tailored to help attendees to understand and navigate the challenging media landscape.

Join your peers to build new media relationships, break down some barriers and educate the journalists present about your sector.

**Melbourne** - Wednesday 13 February - 10.30 am - 12.30 pm AEDT [Find out more](#)

**Sydney** - Friday 22 March -10.30 am -12.30 pm AEDT, [Find out more](#)

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**Transforming ageing together, Toronto 17-19 September 2019**

The [Global Ageing Network](#) is pleased to announce that the 2019 Global Ageing Conference - 'This is Long Term Care 2019' - will take place from 17-19 September 2019 at the Beanfield Centre in Toronto, Canada. The 2019 Conference will be hosted in partnership with Ontario Long Term Care Association (OLTCA). More information [here](#)



## Publications, reports, grants and resources

### Department of Health

Changes to basic daily fee for level 1, 2 and 3 home care packages to commence on 1 July  
- [click here](#)

### New year, new Life Checks to prepare for longer, better lives

The Australian Government has developed a new tool – [lifechecks.gov.au](http://lifechecks.gov.au) – for Australians aged 45 and older to help them plan and prepare for a longer life. The website provides people with a free, quick and easy Life Check to see how ready they are for the next stage of their life. [Click here](#) to read the media release.

### \$15 million extra to support senior Australians to live at home - [click here](#)

The Liberal National Government is helping senior Australians stay in their own homes for longer, with an additional \$15 million to support independent living. "This means many more people will be able to live safely at home, secure in the knowledge they can remain in the communities they know and love for as long as possible," said Minister for Senior Australians and Aged Care Ken Wyatt AM. "Hundreds of Commonwealth Home Support Program providers will now be able to complete thousands more home modifications across the country. "That means greater certainty, more options and more independence for senior Australians."

### Home Care – An Open Letter to All Senior Australians - [click here](#)

### CHSP Innovation Funding - Expression of Interest now open - [click here](#)

The department is seeking Expressions of Interest (EOIs) from organisations for proposals seeking to trial or use innovative approaches for the delivery of Commonwealth Home Support Programme (CHSP) services. The EOI process will close 2 pm (Canberra time), **Friday 1 February 2019**.

#### **Department of Human Services**

Department of Human Services advice – no payment run on Monday 28 January 2019

The Department of Human Services has advised that there will be no aged care payment runs occurring on the upcoming public holiday on Monday 28 January 2019. Normal payment run arrangements will resume from **Tuesday 29 January 2019**.

#### **Department of Social Services**

Carer Gateway regional delivery partner grant opportunity and online industry briefing - [click here](#)

Applications close **5pm (AEDT) on 14 February 2019**.

#### **Other Resources**

Aged Care Diversity Framework – Homelessness Action Plan survey - [click here](#)

NACA Aged Care Reform monthly update December 2018 - [click here](#)



## ACSA PARTNERS



2019 Seniors Week Awards Nomination 2019 Seniors Week Awards Nomination

Hi All,

Welcome back, I trust you had a safe and happy Christmas and New Year!

Please join me for the Tamworth Community Aged Care meeting annual planning session, on Wednesday the 6th February 11am at Tamworth Community Centre.

You will have the opportunity to provide input into the future direction, duration and frequency of the meetings, put forward agenda items and suggest areas of interest for training or guest speakers to present on during the meetings.

I have also attached information regarding the 2019 Seniors Week Awards, for those of who are interested in nominating an individual or group that has made a special contribution towards the lives of older people in the Tamworth LGA (see below).

Come along, have a catch up cuppa and some morning tea, and discuss what is happening in your relevant areas, I look forward to seeing you there!

Please RSVP by Friday the 1st of February for catering purposes.

Kind Regards

**Erin Mercer** | CHSP Team Leader

GoCo (Community Centre, Darling St, Tamworth) PO Box 63 Gunnedah NSW 2380

**t** 02 6740 2240 | **m** 0467598259 | **f** 02 6740 2259 | **e** [erinmercerc@infogunnedah.com.au](mailto:erinmercerc@infogunnedah.com.au)

**Find us at:** [www.gococare.com.au](http://www.gococare.com.au)



I acknowledge the Kamilaroi Aboriginal Nation as the traditional owners and custodians of the land on which I live, work and play. I pay my respects to Elders past and present and to the young leaders of tomorrow.

Effectively managing key staff, client & compliance issues at the coalface

# Law for Home Care & Disability Support Managers

With Tailored Streams for Aged Care & Disability  
Hear from Legal Experts, ACQSC and Providers

Dear Sir / Madam

*[Law for Home Care & Disability Support Managers](#) will help you navigate key client, staff and compliance issues at the coalface and deal with key legal risks. Register now for this invaluable event and benefit from the Early Bird discount. [Register Now](#)*

*Law for Home Care & Disability Support Managers* is for managers, including clinical managers, in the aged care and disability sector, helping you navigate changes in compliance structures and practical information to help manage home care and disability support at the coalface. **Speakers include expert lawyers, the Aged Care Quality and Safety Commission and providers.** [View Programs](#)

Other events by LawSense include *Law for Aged Care Managers*.

**LawSense *Law for Home Care & Disability Support Managers*** will be held in Sydney, Melbourne and Brisbane:

**Brisbane - 12 March 2019** - [View Program](#) - [Register Now!](#)

**Sydney - 19 March 2019** - [View Program](#) - [Register Now!](#)

**Melbourne - 26 March 2019** - [View Program](#) - [Register Now!](#)

(Note in selecting which to attend, some laws vary from State to State so best choose the State you work most in).

*Plenary Session (both aged care & disability)*

- Exploring Challenges and Obligations in **Recruitment and Screening of Staff**
- **Contracting, Brokering and Other Worker Arrangements:** Protecting Confidential Information and Goodwill, Maintaining Performance Standards and Minimising the Risk of a Claim by the Worker
- **Effectively Managing Workplace Risks Including Rights in Shared Housing, Difficult Families and CCTV / Video**

*Aged Care Stream*

- **Royal Commission into Aged Care Quality and Safety:** Reviewing Current Implications and Understanding Your Rights and Obligations

- **New Quality Standards - Legal, Governance and Risk Management:**  
Understanding What Policies and Strategies to Implement to Meet Obligations in Home Care
- Outlining Approaches to Dealing with **Complaints** and Exploring **Open Disclosure** Under the New Standards
- **Fee Recovery and Management: Dealing with Non-Payment and Financial Abuse**

*Disability / NDIS Stream*

- **Understanding and Managing Changes in NDIS Provider Compliance and Meeting Required Standards**
- **Dealing with Change of Circumstances and Transitioning a Client to a More Suitable Service** (NSW, VIC)
- Case Study – Endeavour Foundation: **Dealing with Grey Areas and Challenges from Changes in Disability Support** (QLD only)
- **Recruiting and Managing Supported Employees: Ensuring You Comply with Legal Obligations** (QLD only)
- **Navigating Service Agreements and Fee Issues and Dealing with Financial Abuse**

**Here are some comments from attendees at the last LawSense Law for Home Care Managers:**

*"One of the best seminars I have attended"*

*"Excellent day - time well spent!!"*

*"Outstanding content, outstanding organisation and handouts"*

*"Fantastic workshop with very informative speakers"*

*"Very relevant topics for the current environment. Excellent"*

*"Thank you for a very informative day"*

*"Great take home resource for future reference. Thank you"*

I look forward to meeting you at the seminars

Kind regards

Jacqueline Kouper  
LawSense, Seminars and Training  
[www.lawsense.com.au](http://www.lawsense.com.au)

*PS: Hear from key legal experts and aged care providers - [Register now](#) to secure your place*

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